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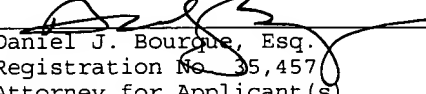
IFV 2642

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Anderson et al.
Serial No. : 09/431,017
Filed : November 1, 1999
For : Relationship Based Task and Resource
Call Center Management System and Method
Examiner : Nguyen, Quynh
Attorney's Docket : DAVOX-164XX
Group Art Unit : 2642

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on 3-29-06.

By 
Daniel J. Bourque, Esq.
Registration No. 35,457
Attorney for Applicant(s)

RESPONSE TO NOTICE REGARDING DRAWINGS

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the Notice Regarding Drawings mailed January 30, 2006, in the above-identified application, please find:

- [x] Letter to Chief Draftsman (2 pgs.); and
- [x] Twenty-Two (22) Sheets of Formal Drawings.


While no fee is believed to be due with this submission, Commissioner is authorized to charge any deficiencies to Patent and Trademark Office Deposit Account No. 02-3285.



In Re: Anderson et al.
Filed: November 1, 1999
Serial No. 09/431,017
Page 2

In the event a Petition for Extension of Time is required by this paper and not otherwise provided, such Petition is hereby made and authorization is provided herewith to charge Deposit Account No. 02-3285 for the cost of such extension.

Respectfully submitted,

By: 
Daniel J. Bourque, Esq.
Registration No. 35,457
Attorney for Applicants

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Tel.: (603) 623-5111
Fax: (603) 624-1432

Date: 3-29-00



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

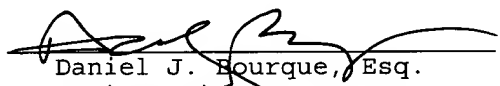
Notice of Allowance dated: October 19, 2005

In re application : Anderson et al.
Serial No. : 09/431,017
Filed : November 1, 1999
For : RELATIONSHIP BASED TASK AND RESOURCE
CALL CENTER MANAGEMENT SYSTEM AND METHOD
Examiner : Q. Nguyen
Attorney's Docket : DAVOX-164XX
Group Art Unit : 2642

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to:
Commissioner of Patents, PO Box 1450, Alexandria, VA 22313-1450 on

3-89-076

By


Daniel J. Bourque, Esq.
Registration No. 35,457
Attorney for Applicant(s)

LETTER TO THE CHIEF DRAFTSMAN

Commissioner of Patents
PO Box 1450
Alexandria, VA, 22313-1450

Sir:

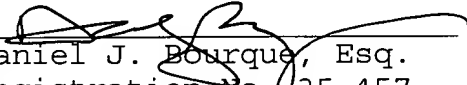
Pursuant to the Notice Regarding Drawings dated January 30, 2006, submitted herewith in the above-identified application are formal drawings.

In re: Anderson et al.
Serial No.: 09/431,017
Filed: November 1, 1999
Page 2

Kindly approve and substitute these formal drawings for the ones currently on file as appropriate, and charge any costs associated therewith to Patent and Trademark Office Account No. 02-3285.

Respectfully submitted,

Anderson et al.

By 
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Date: 3-27-02

Enclosures